

PS3510.08 CASE MANAGEMENT COORDINATOR, ROLE OF



U.S. Department of Justice  
Federal Bureau of Prisons

Program

Statement

**OPI:** CPD  
**NUMBER:** 3510.08  
**DATE:** June 16, 1997  
**SUBJECT:** Case Management Coordinator,  
Role of

1. PURPOSE AND SCOPE. To define the role of the Case Management Coordinator, including major duties and responsibilities, job controls, work environment, and supervisory responsibilities.

2. PROGRAM OBJECTIVE. The expected result of this program is:

The duties and responsibilities of the Case Management Coordinator will be clearly defined.

3. DIRECTIVE RESCINDED

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(06/16/93)

4. STANDARDS REFERENCED. None.

5. PROCEDURES. Each institution has a Case Management Coordinator position. Position descriptions shall incorporate the duties and responsibilities outlined in the Case Management Coordinator Position Description (Attachment A).

6. PRETRIAL/HOLDOVER PROCEDURES. The requirements and procedures contained in this Program Statement also apply to institutions and staff who manage pretrial and holdover inmates.

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Kathleen M. Hawk  
Director

Case Management Coordinator  
Position Description - (Outline)

I. Introduction

The Case Management Coordinator (CMC) shall be supervised by the Associate Warden (or Assistant Camp Superintendent where applicable). As a manager, the CMC assists other department heads and members of the administration relative to correctional programs issues, serves correctional programs line staff as an expert in correctional programs policy, and is a resource person when addressing inmate program issues.

II. Major Duties and Responsibilities

A. Formulates Institution Supplements to ensure Bureau of Prisons case management policy is properly implemented at the institution level. Implements Bureau case management policy at the institution level by establishing local procedures and conducting training for staff.

B. Provides technical assistance and serves as a case management resource person for institution and regional office correctional programs staff as well as the institution's administration.

C. Conducts **bi-weekly** (once every two weeks) meetings with case managers as a group and at least monthly meetings with unit support staff. Meeting topics shall include discussion of new Program Statements and Operations Memoranda, Program Review trends, and concerns of other departments and the institution's administration. Training relative to newly implemented policies or refresher training with a focus on long-standing directives is appropriate at these meetings. Case Managers are to share in training presentations when qualified to do so. Minutes are to be prepared and forwarded to the Regional Office Correctional Programs section. The minutes shall be maintained by the CMC for two years.

D. Functions as an institution department head and serves on rotation as the institution staff Duty Officer with all the responsibilities incumbent to that assignment. Attends Warden's department head meetings.

E. Vouchers institution case manager candidates when called upon to do so. Vouchers outside applicants and those from other facilities for local case management vacancies.

F. Provides at least on a quarterly basis to the Unit Manager/Rating Official written information regarding the Case Managers' performance. Such information shall be in memorandum

format and will ordinarily be incorporated into the final performance evaluation. CMC information regarding Case Manager performance deemed to be inaccurate or otherwise inappropriate for any reason by the Unit Manager/Rating Official shall be referred to the Reviewing Official for resolution. CMC information regarding Case Manager performance shall address, but is not limited to:

- # Element #2: Performs Professional Duties;
- # Element #3: Communicates; and
- # Element #4: Maintains and Provides Expertise.

The Case Management Coordinator is encouraged to provide frequent and constructive information regarding Case Manager performance. The Unit Manager/Rating Official, shall discuss all performance log information with the affected Case Manager that is based in-part or fully upon information provided by the Case Management Coordinator.

G. Serves as coordinator for, and liaison with, the U.S. Parole Commission, U.S. Probation and Pretrial Services, and the Federal Courts.

H. Works as a part of the institution administration to develop plans, policies and procedures for institution management and further assists with program/service evaluations.

I. Administers, manages and controls the Inmate Release Cost Center.

J. Serves as the administrator of the Central Inmate Monitoring program at the institution level, providing review, direction and technical expertise to ensure proper application of policy. Serves as the institution coordinator for Witness Security cases. Serves as a resource expert for the Central Inmate Monitoring certification process. Provides training and oversight for the proper operation of the institution screening site and Locator Center.

K. Provides technical assistance and training to Correctional Programs staff regarding Community Corrections Centers as they relate to the institution and serves as the primary contact person for Community Corrections Managers.

L. Provides quality control for official correspondence prepared for the Warden's signature by case management staff including correspondence prepared for the Camp Administrator's signature relating to case management issues, even though, in some cases, the Warden may have delegated decision making authority to the Camp Administrator.

M. Attends all unit classification teams at least every six months to ensure they are conducted properly and effectively. As the technical expert in the area of case management, the CMC shall ensure team meetings are conducted in accordance with the Program Statement on Classification and Program Review of Inmates.

N. Monitors the Victim/Witness Notification and the Financial Responsibility programs to ensure policy compliance.

O. Participates in Operational Reviews of Correctional Programs to assess the effectiveness, efficiency and level of policy compliance at the institution, and reports findings to the Warden or Superintendent through the AW(P) or Assistant Camp Superintendent.

P. Assists in conducting Program Reviews at other facilities when nominated by supervisors and scheduled by Program Review Division staff.

Q. Develops personal tracking systems or designs personal audit systems to identify and rectify weaknesses or program deficiencies so problems are resolved and do not recur.

R. Serves as a mentor for case management staff as well as other staff interested in career development in the case management area. Acts as a mentor for the Case Management Cross Development Series course offered through the Employee Development department.

S. Advises and assists the administration with population management concerns. Ensures that only appropriate security level inmates are assigned to the institution. Monitors and analyzes daily population information and projections (SENTRY POPULATION REPORT/PENDING DESIGNATIONS AND REDESIGNATIONS), and advises the administration of local and national population issues and concerns.

T. Performs other duties as assigned by the Warden and Associate Warden (Programs) which are consistent with primary case management functions, i.e., serving as AW(P), Assistant Superintendent or Executive Assistant in an acting capacity.

### III. Job Controls

The Case Management Coordinator is directly supervised by the Associate Warden (Programs) or Assistant Camp Superintendent, who shall ensure that the position's duties and responsibilities are being adequately performed. Generally, supervision will be such that the incumbent performs independently based upon the

experience, responsibility and technical knowledge required for selection to the position. The incumbent must demonstrate sound judgement, ability and initiative.

#### IV. Work Environment

This position's duties require frequent direct contact with inmates who are suspected or convicted of offenses in violation of the criminal laws of the United States. Daily stress and exposure to potentially dangerous situations, such as physical attack, are an inherent part of this position. Consequently, it has been designated as a law enforcement position. Accordingly, the incumbent is covered under the special retirement provisions for law enforcement officers contained in Chapters 83 and 84 of Title 5, United States Code.

#### V. Supervisory Responsibilities

Staffing guidelines recommend that institutions with more than 750 inmates are appropriate for an assistant CMC position. When there is an assistant or a CMC secretary, the CMC shall supervise the individual assigned to that position.

#### VI. Other

The Case Management Coordinator must have broad experience, knowledge and an ability to organize and plan in order to accomplish the above duties.